Andersen Consulting

Selection Criteria	ACS Comments
Authorize Release of Funds	Provides data to/ receives data from several ED systems. These interactions do not currently happen real-time, although it is indicated that many could be done real-time if the other ED systems would allow it. Example also cited where ACS uses line of credit to implement JIT funding at HUD.
Receive and Process Records	Currently capable of handling 16 million transactions annually - this is SFA's grant total
Resolve Rejected Records	Rejected records are not posted to the system; schools must submit a replacement record and cannot get access to records previously submitted.
Change Records	Change records currently processed through system. Schools submit change records, previously submitted records are not accessible for updates. Currently looking at providing real-time adjustment capability
Provide tools for reconciliation	ACS provides YTD data request functionality to import data and run a report indicating the discrepancy between RFMS data and the school's database. Also, provides on-demand listing of students by "attended campus" and "recipient name".
Provide real-time access to data	Provides read-only access to institution and student level data. The majority of information requests can be made real-time, but results are delivered via batch. "Push" technology to provide schools with special messages (e.g. POPS) is being pursued for next year.
Interface with other systems, real-time	Provides data to/ receives data from several ED systems. These interactions do not currently happen real-time, although it is indicated that many could be done real-time if the other ED systems would allow it.
Ability to track performance	Performance is tracked and customers are involved, but results are not benchmarked versus the best in industry or cross-industry.
Strong knowledge of process(es)	ACS indicated strong knowledge of Pell Grants (with RFMS system), Direct Loans (runs Direct Loan Servicing System), as well as provides guaranteed loan service options for 6 FFELP student loan guaranty agencies. During site visit "Creative Solutions for COD" demonstrated a lack of understanding of the core processes that take place at schools. It addition, direct observation of customer service phone calls demonstrated lack of detailed knowledge of the Pell Grant program.
Ample resource supply	There are 4,200 employees in the Government Solutions Group and 18,000 IT professionals globally. ACS currently provides the technical support for the RFMS application.

Functional Requirements

Selection Criteria	ACS Comments
Mix of process workers and knowledge workers	ACS has knowledge workers with experience with Pell Grants (RFMS) and Direct Loans (developed DLOS), and have demonstrated experience streamlining a process with other government agencies (JIT with HUD).

Selection Criteria	AFSA Comments
Authorize Release of Funds	- System supports same day funding, ACH transactions, EFT disbursements, and hold/release disbursement process. - Need to determine how frequently they authorize release of funds. Packet indicates at least once a day. - Currently authorized funds for 56 lenders
Receive and Process Records	- Volume: 50K daily, projections are 420K daily by 2004 due to partnering with more lenders and secondary markets. - Implementing daily multiple batch run capability
Resolve Rejected Records	- Change requests handled via phone, on-line with Appworks, or through correspondence.
Change Records	- Multiple changes possible, either online or batch
Provide tools for reconciliation	- The operational application AppWorks, a new product, includes "Actuate", which seems to be a powerful reconciliation tool. Appworks, however, is untested.
Provide real-time access to data	- Access to institutional and student level data is provided real-time by extracting and mapping data to external systems.
Interface with other systems, real-time	- Do you have real-time interfaces between your processing modules and/or with other student loan standard services.
Ability to track performance	- Performance benchmarked to other Fleet Bank (parent company) affiliates/subsidiaries which includes process measurement benchmarking.
Strong knowledge of process(es)	- Provides services for DL and Perkins - First servicer selected for DL program.
Ample resource supply	- 3,000 employees with East and West Coast customer support centers - Partners with VTek in developing operational applications

Functional Requirements

Selection Criteria	AFSA Comments
Mix of process workers and knowledge workers	- Reference Page 30, #14.

Selection Criteria	EDS Comments

<table>
<tr><td rowspan="10">Functional Requirements</td><td>Authorize Release of Funds</td><td>Able to process multiple funding transaction cycles daily. The limitation on sending transmissions is a restriction due to GAPS.</td></tr>
<tr><td>Receive and Process Records</td><td>Volume: 80K daily, 400K weekly, 1.2 million monthly

Processes records for Direct Loan originations and disbursements, supporting four separate file layouts. Process large volumes with high peak periods. There is not currently the capacity for multiple processing cycles for batch submissions (this is scheduled to be operational in February 2001).</td></tr>
<tr><td>Resolve Rejected Records</td><td>Currently provide much assistance to schools in resolving rejects, although much of this appears to be 'manual' assistance.</td></tr>
<tr><td>Change Records</td><td>Real-time changes to records can be made by CSRs. Real-time information is accessible for viewing by schools. The functionality for real-time updates is due to be operational by August 2000.</td></tr>
<tr><td>Provide tools for reconciliation</td><td>EDS provides 2 reports (732 and Direct Loan Account Statement) for schools and 3rd parties to identify and resolve discrepancies. EDS plans a implementation of a web-based tool for enterprise wide queries and data look-up in December 2000.</td></tr>
<tr><td>Provide real-time access to data</td><td>Schools and related personnel can view all processing and loan information via a web application available on the internet. Development on this application is underway to allow schools to perform real-time updates to information. The ability to process batch transactions using multiple cycles will be available in February 2001.</td></tr>
<tr><td>Interface with other systems, real-time</td><td>Interfaces are described on p. 9 of the response packet and are for the most part, not real-time.</td></tr>
<tr><td>Ability to track performance</td><td>Tracks performance of SFA and schools in DL process but no indication if this performance is benchmarked against the industry or cross-industry.</td></tr>
<tr><td>Strong knowledge of process(es)</td><td>Knowledge is mainly of Direct Loan program (little knowledge of Pell or Campus-Based). Score of 2 since they operate and maintain SFA's Direct Loan program.</td></tr>
<tr><td>Ample resource supply</td><td>-EDS has 122,000 employees and spent $150,000,000 on training last year
-The idea to use their existing Credit Scoring application, "Surveyor" to track school performance shows resourcefulness
-The LO Reconciliation Unit seemed small
-Stated willingness to bring expertise outside of Operations (Ebusiness Solutions Group)</td></tr>
</table>

Selection Criteria	EDS Comments
Mix of process workers and knowledge workers	-EDS has knowledge workers with experience in Title IV programs. -The number of process workers seemed ample and the level of staffing fluctuates with peak volumes by utilizing temps or contract employees.

Selection Criteria	Total Systems Comments
Authorize Release of Funds	Real-time funding transactions (credit card accounts)
Receive and Process Records	Volume: 30M account transactions monthly 200M credit and retail transactions monthly 40M debit card transactions monthly Capacity to process large numbers of records quickly in commercial market. Also, Total Systems cites their ability to provide instant credit functionality where applications are immediately approved and authorizations created for instant usage.
Resolve Rejected Records	No direct experience noted; assume baseline work with schools to resolve FFEL rejects.
Change Records	TSYS and DotsConnect support real-time access and real-time maintenance of record information. Might need to research this further to determine how much this functionality would match up with change record process that occurs in Title IV program administration.
Provide tools for reconciliation	Access to real-time data via query assists in reconciliation. Capability for standard and customize quieries can be provided
Provide real-time access to data	Provides real-time access to mainframe through MQSeries or CICS. Provide on-line real-time inquiry (most data in actionable) 24X7.
Interface with other systems, real-time	Interfaces are real-time, via standard information and file formats. Customized interfaces can be created by the TSYS Interface Group.
Ability to track performance	Performance is tracked, with rewards received from Credit Card Management and Visa and MasterCard for response time and system availability. Need to clarify what these rewards are and if performance is benchmarked against best in industry and cross-industry.
Strong knowledge of process(es)	Working knowledge of both Pell Grant and Direct Loan programs through support of Access America program.
Ample resource supply	-4,000 employees at TS, 5,600 including Total Systems Services -Seem to have resources to provide on-going technical support. Unclear what the level of customer service support is currently, however, the capacity is provided by Total Systems Services

Functional Requirements

Selection Criteria	Total Systems Comments
Mix of process workers and knowledge workers	Does not appear to have employees who have knowledge in administering Title IV delivery programs. However, based on awards from MasterCard and Visa, Total has demonstrated ability to streamline a process successfully.